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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2017/2018

MLK7233– E-KNOWLEDGE MANAGEMENT

(All sections / Groups)

28 MAY 2018
3.00 p.m. – 5.00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 2 pages including cover page with 5 Questions only.
2. Answer **FOUR** out of **FIVE** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please print all your answers in the answer Booklet provided.

QUESTION 1 (10 Marks)

Referring to a case study of AIA's guidelines for implementing Electronic Knowledge Management (EKM) in their organization, it has been outlined that knowledge management processes consist of Capture, Use, Manage, and e-Discovery/Preserve. An employee who is a Subject Matter Expert becomes eligible for retirement. The organization recognizes the need to capture the knowledge which that employee possesses. Explain the sequence of events necessary to achieve the knowledge capture.

QUESTION 2 (10 Marks)

Advanced communications networks and software have removed the traditional barriers of time and space to allow business to be performed electronically by people in different geographies, time zones and organisations. Virtual office or virtual working (people working together apart) enables people to communicate and collaborate without the need to physically come together. There are two methods of communication or collaboration in virtual office namely Synchronous and Asynchronous methods. List FIVE examples of each method and discuss the advantages of Virtual working.

QUESTION 3 (10 Marks)

Portals are often the first page the web browser loads when users get connected to the Web or that users tend to visit as an anchor site. Discuss how is life without a portal for business users and customers. Describe what a portal does and key features of portals.

QUESTION 4 (10 Marks)

Intellectual Property is a broad category of law concerning the rights of the owners of intangible products of invention or creativity. Describe the FIVE subcategories of IP law.

QUESTION 5 (10 Marks)

Cyberlaw is a term which refers to all the legal and regulatory aspects of Internet and the World Wide Web. Anything concerned with or related to, or originating from, any legal aspects or issues concerning any activity, in Cyberspace comes within the domain of Cyberlaw. Explain why Computer Crime Act 1997 was established? Briefly describe FOUR examples of offenses under this Act.

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